

Montana Telecommunications Access Program

"Where Everyone Can Be Heard!"

1-866-RELAY-MT (Voice/TTY)

406-444-1335 (Voice/TTY)

Fax 406-444-1335

DOCKET FILE COPY ORIGINAL

Montana Telecommunications Access Program

P.O. Box 4210

Helena, Montana 59604

RECEIVED & INSPECTED

JUN 29 2006

FCC - MAILROOM

June 23, 2005

Marlene H. Dortch, Office of the Secretary
Federal Communications Commission
445 12th St., SW, RM TW-B204
Washington, DC 20554

Re: **CG Docket 03-123**

Dear Ms. Dortch,

On behalf of the State of Montana, Montana Telecommunications Access Program (MTAP) is filing our Annual Complaint Log (with Sprint as our vendor: June 1, 2005 – February 28, 2006), which includes the number of complaints received from June 1, 2005 through May 31, 2006 that allege a violation of the federal TRS mandatory minimum standards, the date of the complaint, the nature of the complaint, the date of resolution, and an explanation of the resolution. We are also filing our Annual Tally Report with total complaints by category, for an overall view. MTAP is enclosing an electronic disk copy of the complaint log on a standard 3.5 inch diskette (formatted in an IBM compatible format using Word 97 or compatible software).

Should you have any questions concerning this report, please feel free to contact me.

Sincerely,

Connie Phelps

Connie Phelps, Executive Director
Montana Telecommunications Access Program
111 N. Last Chance Gulch
Helena, MT 59604
(406) 444-4290
cphelps@mt.gov

cc: Pam Gregory, FCC

No. of Copies rec'd
LIST ABOVE

044

TRADITIONAL RELAY SERVICE COMPLAINT LOG

SUMMARY LOG

June 2005	2
July 2005	2
August 2005	0
September 2005	1
October 2005	15
November 2005	2
December 2005	2
January 2006	0
February 2006	1
March 2006	0
April 2006	0
May 2006	0
TOTAL	25

No. of Copies rec'd
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044

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
06/09/05	Customer states that this agent was very rude during a call change over. The previous CA was just fine, no problems at all. The customer was not told that a CA change was coming up, there was a pause and then nothing. This totally interrupted the conversation. The new CA announced that she had taken over the call. Upon continuing the conversation the CA several times told me to slow down, that I talking too fast and even said that I was yelling. She was irritating, condescending and highly unprofessional. I told my friend I would call her back at another time as I could not continue the call with this CA. Call back requested	06/10/05	Supervisor met with agent who stated customer was talking too fast. Coached agent on proper procedures and phrases to use when pacing customers also coached the agent on the importance of being professional when speaking to customers. Followed up with customer 6/13/05 6:30 pm ET by phone and explained that a discussion was held with the agent to ensure this type of call will be handled correctly in the future, Customer seem satisfied and thankful for the follow up.
06/27/05	MT voice customer tried to reach relay all day Sat June 25th 2005. Customer was calling 1 800-253-4093. Customer reached TTY tones and waited on the line for an operator to come on the line. Customer said an operator never did come on the line. Customer Service apologized to the customer, and also gave her the 1-866-253-4090 number. Customer does not want a follow up, just wanted us to be aware of the problem on Saturday.	08/29/05	Called 800-253-4093 and it is working fine. Unable to duplicate the problem.
07/07/05	MT TTY user dials 711 to reach relay and is not getting an answer from relay. This issue came through on our TRS Customer Service Email. Customer would like to be contacted concerning this problem.	07/11/05	Unable to duplicate the problem through testing.
07/14/05	MT TTY customer having troubling dialing 711 to reach relay. When customer dials 711 she gets a recording that says "number cannot be reached now, please hang up and try again later." Customer lives in a private modular dwelling, not an appt or care facility. There is no PBX or other multi-line system in place. This complaint came through on TRS Email. Customer Service apologized to the Outreach Coordinator for Montana. Outreach coordinator would like a follow up.	07/14/05	Unable to duplicate the problem through testing. Waiting for additional customer information.
09/27/05	A voice user called Montana Telecommunications Access Program (MTAP) and complained that when she dialed 711, she received TTY tones for an answer, and no voice. MTAP gave her the dedicated voice number, 800-253-4093. When she dialed that toll free number, again was answered by TTY tones and no voice. MTAP request us to check our branding system because MTAP has been receiving more complains about this. Need to get this resolved AS SOON AS POSSIBLE!	09/27/05	Reassignment to appropriate contact person. On-going issue. Unable to duplicate the problem through testing.
10/02/05	Customer states that he typed to the CA the number to dial and then got no further response. Customer wasn't sure if it was agent error or computer malfunctions. RCS response: Thanked the customer for letting us know and assured that the problem would be sent in as stated. Call back requested when the problem is fixed. He is home after 4pm.	10/13/05	Met with the agent whom did not remember this call however, demonstrated knowledge of the consequences of disconnecting calls. Followed up with the customer via phone (voice) for further investigation 11/29/05 @ 2:45pm and the customer stated he believed this was an equipment malfunction and is no longer using a TTY but using Cap Tel.

10/04/05	A R2LVCO customer says during their call this agent did not announce the agent ID number when they called in to relay. Then when the agent called their number they again did not announce the agent ID number. (ID number was requested at the end of call by customer) Customer states agent did not request calling to number from customer causing customer to be on hold for approx. 5 minutes. Agent was typing both parties' conversations instead of just the hearing person's voice. Also, customer states agent's tone was short and rude. RCS apologized to this customer, assuring them this matter would be taken care of. No follow up requested.	10/04/05	CA was coached on the procedure R2LVCO and to watch her tone of voice. CA was instructed to be polite and professional at all times.
10/06/05	A MT VCO customer called to say that he had requested a 2 line VCO call to be placed and the agent seemed like she was very unsure about what she was doing. She didn't text anything after I connected the call from my 2nd line. RCS: Apologized for the handling of the call. No customer contact requested	10/06/05	Trainer received an e-mail from Supervisor on 10/7/05 stating she witnessed/helped the agent processed two line VCO call. Supervisor stated agent followed correct procedures. No F/U requested.
10/09/05	A MT TTY customer attempted to place their call through relay and requested to be transferred to OSD. Customer states that this agent seemed confused and did not transfer them and instead gave them a number for Sprint which was the wrong number. RCS apologized to this customer. No follow up requested.	10/09/05	CA was met with and explained the procedure of TTY wanting transferred to OSD. Also coached that unsure how to transfer or did not understand instructions to get a supervisor for assistance.
10/09/05	A MT TTY customer states that this CA did not follow their notes. RCS apologized for this problem. No follow up requested. CA was coached	10/09/05	CA said that the customer came in on a TTY line and typed "Do you know how to do a 2 line VCO?". CA responded "Yes, one moment please". While he was pulling out his PRG the customer hung up before he could process the call.
10/09/05	A MT TTY customer states that this CA did not read their notes. RCS apologized for this problem. No follow up requested.	10/09/05	CA coached on always reading and following customer notes
10/12/05	Customer Complaint: Caller receiving harassing calls from ex deaf boyfriend through relay. Wanted to block him from calling through relay to her cell phone. Told by her cell company they cannot block any calls, and she has restraining order against the person. Contacted police who told her to call relay to block the number. Customer Service Response: Apologized that we were unable to block any calls through relay service since July 1, 2005 due to FCC ruling. Told her that police can subpoena call records through Sprint Corp. Security. No follow up requested.	10/12/05	Acknowledged the customer's concern. No F/U requested.
10/13/05	Customer has puppies for sale on the internet and is now being bothered by many nuisance fraud calls from SRO. She will be going to the police and the FCC about this issue. RCS response: Thanked the customer for letting us know and apologized for the problem. No call back requested.	10/17/05	Acknowledged the customer's concern.

10/15/05	TTY customer states that he saw two clicks on the TTY signal light and then the agent disconnected from them and the relay. Customer thinks coaching is needed. Apologized. Follow-up requested.	10/15/05	Agent did not remember this call, however was coached on the importance of not disconnecting calls. Also advised the agent of the consequences of doing so. Followed up with Customer via phone 10/18/05 @ 11:45 am and advised agent was coached on the importance of not disconnecting calls. Customer seemed satisfied.
10/16/05	Customer has a TTY printout of the call made to his mother's number. Her answering machine says a business name. The CA dialed the requested number. "The CA typed the name of the business and to check the number please." Customer's family owns the business. The customer explained that he was very displeased with the service and asked for her ID number. The CA did not reply. Customer states the agent should not have commented or interfered on his call. Customer wants the supervisor and account manager to be made aware of his complaint. Apologized. Follow up requested.	10/16/05	Supervisor met with agent and coached that the agent's role is to remain transparent throughout the call and making any suggestions is never acceptable. Agent understands. Followed up with customer via phone 10/18/05 @ 1145 am and advised agent was coached that making suggestions is never acceptable. Customer seemed satisfied.
10/20/05	Customer is getting one harassing call after another through SRO and would like to have them stopped. She will be going to the local police with the issue. RCS response: Apologized for the problem and assured that the complaint would be sent in as stated. No call back requested.	10/24/05	Acknowledged the customer's concern.
10/22/05	A MT TTY customer states this agent did not follow their notes listed in the database. Notes instruct agent to use the special announcement even when reaching an answering machine. RCS apologized for this problem. No follow up requested.	10/22/05	Supervisor met with agent and coached on the importance of following database instructions. Agent understands. No F/U requested.
10/24/05	Customer states that he asked this agent to transfer him to customer service and before she could do so the line was disconnected. RCS response: Apologized for the problem and assured that the complaint would be sent in as stated. Call back was requested.	10/28/05	Unable to duplicate problem as reported. Test calls successfully completed call.
10/25/05	A MT TTY customer's cell phone number is showing incorrectly in the "from field". Customer's cell phone company has exhausted attempts to locate the problem on their end and referred the customer to Relay to search for the problem on our end. RCS apologized to this customer. Follow up is requested for resolution.	10/25/05	This is not a relay issue. If this a cell calls it can be the number of the tower he is calling through of it can be the company itself sending the wrong digits. Unable to follow up with this customer.
10/31/05	TTY customer called to report frequent garbling during calls the last "three or four days" up to 10/31. He says it is not noise in the background because his TTY is "direct connect." Apologized for trouble. Follow-up requested.	10/31/05	Unable to duplicate problem as reported. Waiting for additional information from customer.
11/02/05	The Outreach coordinator at Montana Telecommunications Access Program (equipment) contacted our customer service dept. via email to report a MT customer complaint. The voice user had attempted to use the relay and had his calls to the MT relay answered with nothing but TTY tones. (It was not mentioned which number the caller used to dial to MT Relay) Customer Service Response: Replied to email to let them know a complaint would be entered. Suggested we brand the caller's voice number "voice" so the system will connect automatically in voice mode. Referred to the special MT voice relay number. No follow up requested.	11/02/05	Unable to duplicate problem as reported. Ongoing engineering problem. Closed. Transferred to new relay service provider on 02/28/2006 11:59PM.

11/18/05	Customer said that on 11/10 operator cussed at him and would not repeat their operator number, let him speak to a supervisor, or process a call for him. Apologized to customer. Follow up requested.	11/18/05	Supervisor spoke with agent whom stated this call dropped in and the voice person asked for agent id number, after giving him the agent ID number the person said "where's waldo" and then disconnected. A few minutes later the same caller dropped in again and did the same thing, when the agent gave the agent number the voice person said you lied you lied, started using profanity and then hung up. Agent does know the consequences of disconnecting calls. Trainer made an attempt to contact Voice person 11/28/05 @ 9:15am at number provided and received a recording stating "the number you have called is temporarily not in service.
12/01/05	TTY user having agents hang up on her. Supervisor said would follow up with agent. Slow down typing speed was also noted in the DB for customer. No F/U needed.	12/01/05	Agent stated that the connection was lost in the middle of the TTY users instructions. Reviewed proper procedures with agent.
12/21/05	Agent was typing things to IP user that voice customer was not saying. At end of call voice customer tried to ask agent a question about call and agent hung up. Thanked customers for letting me know and apologized.	12/21/05	TL coached CA to relay verbatim voice message to not disconnect calls. Went over disconnect procedures.
02/15/06	Customer Complaint: Customer reported that the CA kept intruding herself on her conversation with her mother. She kept giving advice about furnace ducts and frozen ground and everything else the caller was trying to talk to her mother about. She kept saying things like, "I know I'm not supposed to say anything, but..." and then she started intruding. Customer Service Response: Apologized for the inconvenience and told the caller the report would be sent to the call center supervisor. No follow up requested.	02/15/06	Met with Agent whom did not remember the call. Appropriate action was taken. No F/U requested.

CAPTEL COMPLAINT LOG

SUMMARY LOG

June 2005	0
July 2005	0
August 2005	0
September 2005	0
October 2005	0
November 2005	1
December 2005	0
January 2006	0
February 2006	1
March 2006	0
April 2006	0
May 2006	0
TOTAL	2

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
11/15/05	Technical – General (CAPTEL)	11/15/05	Advised customer to contact cellular phone company provider to document inability for CapTel user to reach cell phone user.
02/21/06	Disconnect/Reconnect during calls (CAPTEL)	02/21/06	Explained to customer cause of disconnect/reconnect. Enabled a prompt to give the customer visual indicator of what has transpired.



PUBLIC NOTICE

Federal Communications Commission
445 12th St., S.W.
Washington, D.C. 20554

News Media Information 202 / 418-0500
Internet: <http://www.fcc.gov>
TTY: 1-888-835-5322

DA 06-1175

Released: May 31, 2006

**CONSUMER & GOVERNMENTAL AFFAIRS BUREAU REMINDS STATES AND
TELECOMMUNICATIONS RELAY SERVICES (TRS) PROVIDERS THAT THE
ANNUAL SUMMARY OF CONSUMER COMPLAINTS CONCERNING TRS IS DUE
MONDAY JULY 3, 2006**

CG DOCKET NO. 03-123

The Federal Communications Commission's Consumer & Governmental Affairs Bureau reminds states and interstate telecommunications relay services (TRS) providers that they must submit their annual consumer complaint log summaries for the 12-month period ending May 31, 2006, on or before July 3, 2006.

To assist the Commission in monitoring the service quality of TRS providers, the Commission requires state TRS programs and interstate TRS providers to maintain a log of consumer complaints that allege violations of the federal TRS mandatory minimum standards.¹ State TRS programs should report all complaints made to the state agency, as well as those made to the state's TRS provider. TRS providers that provide interstate traditional TRS, interstate Speech-to-Speech (STS), interstate Spanish relay, interstate captioned telephone relay, Video Relay Service (VRS), or IP Relay are also required to submit complaint log summaries. These summaries are intended to provide an early warning system to the Commission of possible service quality problems. Additionally, this information allows the Commission to determine whether a state or interstate TRS provider has appropriately addressed consumer complaints and to spot national trends that may lend themselves to coordinated solutions. This information further enables states to learn how other states are resolving complaints.²

Complaint log summaries should include information pertaining to complaints received between June 1, 2005, and May 31, 2006. Complaint log summaries shall include, at a minimum, the total number of interstate relay calls by type of TRS (*i.e.*, traditional TRS, STS, captioned telephone, IP Relay, VRS), the number of complaints received that allege a violation of the federal TRS mandatory minimum standards,

¹ See *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, FCC 00-56, Report and Order and Further Notice of Proposed Rulemaking, 15 FCC Rcd 5140, at 5144-5145, para. 9 (March 6, 2000) (*Improved TRS Order*); 47 C.F.R. §64.604(c)(1) (TRS "mandatory minimum standards" requiring filing of consumer complaint logs).

² *Improved TRS Order*, 15 FCC Rcd at 5190-5191, para. 122.

the date of the complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution.³

All filings must reference CG Docket No. 03-123. States and interstate TRS providers who choose to submit by paper must submit an original and four copies of each filing on or before Monday, July 3, 2006. To expedite the processing of complaint log summaries, states and interstate TRS providers are encouraged to submit an additional copy to Attn: Pam Gregory, Federal Communications Commission, Consumer & Governmental Affairs Bureau, 445 12th Street, SW, Room 3-C417, Washington, D.C. 20554 or by email at Pam.Gregory@fcc.gov. States and interstate TRS providers should also submit electronic disk copies of their complaint log summaries on a standard 3.5 inch diskette formatted in an IBM compatible format using Word 97 or compatible software. The diskette should be submitted in "read-only" mode and must be clearly labeled with the State or interstate TRS provider name, the filing date and captioned "Your State_Complaint Log Summary."

Filings can be sent by hand or messenger delivery, by electronic media, by commercial overnight courier, or by first-class or overnight U.S. Postal Service mail (although we continue to experience delays in receiving U.S. Postal Service mail). The Commission's contractor will receive hand-delivered or messenger-delivered paper filings or electronic media for the Commission's Secretary at 236 Massachusetts Avenue, NE, Suite 110, Washington, D.C. 20002. The filing hours at this location are 8:00 a.m. to 7:00 p.m. All hand deliveries must be held together with rubber bands or fasteners. Any envelopes must be disposed of before entering the building. Commercial and electronic media sent by overnight mail (other than U.S. Postal Service Express Mail and Priority Mail) must be sent to 9300 East Hampton Drive, Capitol Heights, MD 20743. U.S. Postal Service first-class mail, Express Mail, and Priority Mail should be addressed to 445 12th Street, SW, Washington, D.C. 20554. All filings must be addressed to the Commission's Secretary, Marlene H. Dortch, Office of the Secretary, Federal Communications Commission, 445 12th Street, SW, Room TW-B204, Washington, D.C. 20554.

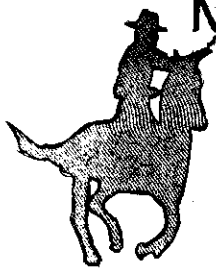
The full text of this document and copies of any subsequently filed documents in this matter will be available for public inspection and copying during regular business hours at the FCC Reference Information Center, Portals II, 445 12th Street, SW, Room CY-A257, Washington, D.C. 20554. This document and copies of subsequently filed documents in this matter may also be purchased from the Commission's duplicating contractor at, Portals II, 445 12th Street, SW, Room CY-B402, Washington, D.C. 20554. Customers may contact the duplicating contractor at their web site www.bcpweb.com or call 1-800-378-3160.

To request materials in accessible formats for people with disabilities (Braille, large print, electronic files, audio format), send an e-mail to fcc504@fcc.gov or call the Consumer & Governmental Affairs Bureau at (202) 418-0530 (voice), (202) 418-0432 (TTY). This *Public Notice* can also be downloaded in Word or Portable Document Format (PDF) at: <http://www.fcc.gov/cgb/dro>.

For further information regarding this *Public Notice*, contact Pam Gregory, Consumer & Governmental Affairs Bureau, Disability Rights Office (202) 418-2498 (voice), (202) 418-1169 (TTY), or e-mail Pam.Gregory@fcc.gov.

- FCC -

³ See 47 C.F.R. § 64.604(c)(1).



Montana Telecommunications Access Program

"Where Everyone Can Be Heard!"

Montana Telecommunications Access Program

P.O. Box 4210

Helena, Montana 59604

1-866-RELAY-MT (Voice/TTY)

406-444-1335 (Voice/TTY)

Fax: 406-444-5999

MONTANA TELECOMMUNICATIONS ACCESS PROGRAM

**TRS COMPLAINTS
JUNE 1, 2005 – MAY 31, 2006**

TRS Complaints
June 01, 2005 – May 31, 2006
as recorded by
the Montana Telecommunications Access Program

Date of Complaint: 7/5/2005

Nature of Complaint: TTY User with only intermittent access to 711. She would dial and receive no answer, or dial and the line would hang up after connecting.

Resolution: Branding the line as TTY was tried, along with other steps on Sprint's part. Eventually, the consumer was able to use 711 reliably again, though what actually solved the problem remains unclear.

Date of Complaint: 8/8/2005

Nature of Complaint: Consumer called CapTel relay and it was never clear to her that she should begin speaking

Resolution: Consumer educated about how the CapTel relay works

Date of Complaint: 8/16/2005

Nature of Complaint: Captel loses captioning completely.

Resolution: Ultratec Customer Service offered to do test calls with the consumer to help pin down the problem, and also suggested that line quality might be a factor

Date of Complaint: 9/8/2005

Nature of Complaint: Customer's voice calls to relay answered by "Fax tones" no matter whether she attempts to use 711 or dedicated voice line. Some discrepancy as to whether this problem is caused by relay answering her voice call with a TTY, or a problem with the consumer's phone equipment.

Resolution: Number branded voice, consumer asked to report if problem persisted, no further calls.

Date of Complaint: 9/20/2005

Nature of Complaint: Voice calls to 711 answered only with TTY tones

Resolution: Sprint CS notified.

Date of Complaint: 9/20/2005

Nature of Complaint: Several calls to 711 failed, eventual connection with CA disconnected almost immediately.

Resolution: Sprint CS notified.

Date of Complaint: 9/27/2005

Nature of Complaint: Voice call answered with TTY tones, even when dialing the "voice" 800 number

Resolution: Sprint CS contacted, consumer's phone number branded voice, consumer asked to call if problems persist. NB: Sprint reports the voice 800 number for relay is no longer 800-253-4093. They say the specific voice line is 866-253-4090

Date of Complaint: 11/2/2005

Nature of Complaint: Voice calls answered with TTY tones

Resolution: Sprint CS contacted, consumer's phone number branded voice, consumer asked to call if problems persist. NB: Sprint reports the voice 800 number for relay is no longer 800-253-4093. They say the specific voice line is 866-253-4090

Date of Complaint: 1/9/2006

Nature of Complaint: unable to access relay

Resolution: Fiber optic line cut. Once repaired, relay service was restored

Date of Complaint: 1/9/2006

Nature of Complaint: unable to access relay

Resolution: Fiber optic line cut. Once repaired, relay service was restored

Date of Complaint: 1/9/2006

Nature of Complaint: Unable to access CapTel relay

Resolution: Fiber optic line cut. Once repaired, relay service was restored

Date of Complaint: 1/9/2006

Nature of Complaint: Unable to access CapTel relay

Resolution: Fiber optic line cut. Once repaired, relay service was restored

Date of Complaint: 2/14/2006

Nature of Complaint: interfering CA

Resolution: Sprint CS contacted, they promised to counsel the CA.

Date of Complaint: 4/13/2006

Nature of Complaint: customer unable to make long distance calls

Resolution: LD Carrier registered with Hamilton, but not Captel. Captel got them registered.

Date of Complaint: 4/20/2006

Nature of Complaint: Consumer receiving no captions on his CapTel

Resolution: Called CapTel CS, they were experiencing a service outage. Once it was repaired, customer regained full use of CapTel.

DOCKET NO. 03-123

DOCUMENT OFF-LINE

This page has been substituted for one of the following:

- o This document is confidential (**NOT FOR PUBLIC INSPECTION**)
- o An oversize page or document (such as a map) which was too large to be scanned into the ECFS system.
- o Microfilm, microform, certain photographs or videotape.
- o Other materials which, for one reason or another, could not be scanned into the ECFS system.

The actual document, page(s) or materials may be reviewed (**EXCLUDING CONFIDENTIAL DOCUMENTS**) by contacting an Information Technician at the FCC Reference Information Centers) at 445 12th Street, SW, Washington, DC, Room CY-A257. Please note the applicable docket or rulemaking number, document type and any other relevant information about the document in order to ensure speedy retrieval by the Information Technician

1 Disk